

# 2000 LODGING OPERATION OF THE YEAR AWARD

## PHASE I (PANEL EVALUATION)

### SCORING INSTRUCTIONS

1. Scoring for Phase I of the LOYA competition will be in 5 areas. These areas are: Narrative Justification; Financial Performance; Standards for Service; Standards for Operations; and Standards for Facilities. The highest possible score on each evaluation sheet is 100 points. After installations receive a numerical score in accordance with these instructions, evaluators will assign an ordinal ranking of each installation in relation to the other submissions within that size category. For example, if there are 3 nominees in the Small category each evaluator will rate the 3 against each other, assigning a ranking of 1, 2, or 3 in each of the 5 evaluated areas as well as assigning an overall ranking.

2. The Narrative Justification is the portion of the cover letter that addresses the question "Why should my installation win the LOYA competition in my size category?" In this section look for initiatives that have a direct positive impact on the guest or operation but don't clearly fit into any of the categories above. Examples may include such things as: establishing a partnership with another activity on the installation (i.e., Outdoor Recreation, ITR, Club, Golf Course) where joint ventures are conducted for the benefit of the customers; or instituting a process or relationship with another installation or commercial entity that improves operations or guest service/support. Point allocation for this section will be 0-10 points.

3. Overall FY99 Financial Performance will be evaluated based on budget variance in four areas: Revenue; Expenses; NIBD; and CPMC Execution. Each of these four areas will be assessed using the Red/Amber/Green method and will receive a score from 0-5 points, for a maximum possible score of 20 in the category. Definitions and point assessments are as follows:

GREEN: Budget Variance is less than or equal to 10%

5% or less = 5 points

Greater than 5% but equal to or less than 10% = 4 points

AMBER: Budget Variance is between 10% and 15%

Greater than 10% but less than 13% = 3 points

13% to 15% = 2 points

RED: Budget Variance greater than 15%

Over 15% but less than or equal to 25% = 1 point

Greater than 25% = 0 points

Enclosure 2

## 2000 LOYA Scoring Instructions (Continued)

4. Standards for Service, Operations, and Facilities will be evaluated based on implemented initiatives demonstrating quantifiable, significant improvements in that functional area. Since the Army Lodging Standards are considered the minimum requirements for lodging operations, LOYA nominees are expected to demonstrate initiatives that put them over and above the minimum requirements. Each of the 3 functional areas must be addressed in the nomination package. If not addressed, or if there is an indication that minimum standards have not been met, the score for that functional area will be 0. Improvements may include, but are not limited to, operational cost savings, customer service or support, or improved operational processes that have a direct positive impact on the guest. Each of the sub-categories in the functional area will be considered, then totaled to give an overall score for that functional area. Point assignment for the sub-categories will be as follows:\*\*

0 Points = Area not addressed or no positive impact on guest/operation

3 Points = Moderate positive impact on guest/operation

5 Points = Significant positive impact on guest/operation

\*\*NOTE: The full scoring range of 0-5 may be used. The parameters listed above are set as a guideline due to the subjective nature of these categories. Maximum possible score for Service - 20 points, Operations - 30 points, and Facilities - 20 points.